



Fig. 2


ABC Ford

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FAX: (919) 555-1234
E-mail Us [Privacy](#)
Ford of Main Company



1 Service Request

2 Owner and Vehicle Information

3 Select Date and Time

4 Review Request

5 Appointment Confirmed

Service Appointment

"Please enter your FIRST Repair, Maintenance or Recall request."

- I may need to ask some questions about your request to ensure your service needs are met.
- you will be given the opportunity to enter additional service requests.



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Please type below your First service request or symptom of your concern:

Examples: I need an OIL Change
OR
I hear a noise

Continue

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Fig. 3

Fig. 4a

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1. Regular Maintenance

2. Owner and Vehicle Information

3. Select Date and Time

4. Review Request

5. Appointment Confirmed

Regular Vehicle Maintenance

Kevin Says:

Your Virtual Service Advisor

"Welcome to the Regular Maintenance Page."

- To view your vehicle's scheduled maintenance, please provide the information below.
- For your convenience, I will also provide you the option of scheduling a service appointment.

* Indicates Required Information

Mileage: *

* Please enter one of the following:

Vehicle Identification Number:

(Ford, Lincoln or Mercury owners; Highly recommended that you enter so we may check for recalls)
For assistance on locating your Vehicle Identification Number (VIN), please click [VIN Help](#)

OR

Fig. 46

Fig. 5a

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1. Regular Maintenance

2. Owner and Vehicle Information

3. Select Date and Time

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Regular Vehicle Maintenance

"See below for scheduled maintenance as recommended by Ford motor Company for your vehicle."

- I have already selected the current service due for your vehicle's mileage.
- May I schedule an appointment for you? If so follow these steps:
 - Review or change your vehicle's recommended maintenance.
 - Click on the "Schedule Appointment" button below.

Your Vehicle:

Your Vehicle:	Ford
Model Year:	2001
Vehicle Model:	Crown Victoria
Mileage:	54,300
VIN:	1GRZU53XXUYCC39176

Recommended Scheduled Maintenance:

*** Prices are subject to change.

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<input checked="" type="checkbox"/> Current Service Interval 55000 miles includes: <input checked="" type="checkbox"/> Perform multi-point inspection (2-11) <input checked="" type="checkbox"/> Replace engine oil and filter <input checked="" type="checkbox"/> Rotate tires <input type="checkbox"/> Additional Dealer Recommended Service: <input checked="" type="checkbox"/> Replace spark plugs <input type="checkbox"/> Replace air filter Total	Price	Selected	Contact our Service Department
	\$250		

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<input checked="" type="checkbox"/> Next Service Interval 60000 miles includes: <input checked="" type="checkbox"/> Inspect accessory drive belt(s) <input checked="" type="checkbox"/> Replace engine oil and filter <input checked="" type="checkbox"/> Replace fuel filter <input type="checkbox"/> Additional Dealer Recommended Service: <input checked="" type="checkbox"/> Replace spark plugs <input checked="" type="checkbox"/> Replace air filter Total	Price	Selected	Contact our Service Department
	\$275		
	\$50		
Total			\$325

55

<input type="checkbox"/> Previous Major Service Interval 50000 miles included: <input type="checkbox"/> Replace engine coolant <input type="checkbox"/> Replace engine oil and filter <input type="checkbox"/> Inspect brake system & rotate tires <input type="checkbox"/> Additional Dealer Recommended Service: <input type="checkbox"/> Replace spark plugs <input type="checkbox"/> Replace air filter Total	Price	Selected	Contact our Service Department
	\$195		
	\$50		
Total			\$50

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Print Page

Schedule Appointment

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Fig. 5b


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Fig. 6a

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1. Regular Maintenance


2. Owner and Vehicle Information

3. Select Date and Time

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5. Appointment Confirmed



**"Please fill-in the information below."**
To view our privacy and security statement, please click on "Privacy Statement"

* Indicates required

Title: ☐ Mr. ☐ Mrs. ☐ Ms.

* First Name:

* Last Name:

* Address Line 1:

* Address Line 2:

* City:

* State: * Zip Code:

* Middle Initial:

* Phone (At least one phone number required)
Home Phone: () ()
Work/Cell Phone: () () Ex:

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Fig. 6b

Fig. 7a

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Great Value Customer Service



1. Regular Maintenance

2. Owner and Vehicle Information

3. Select Date and Time

4. Review Request

5. Appointment Confirmed

Service Appointment

"Click on a date to view the available service appointment arrival times associated with that date."



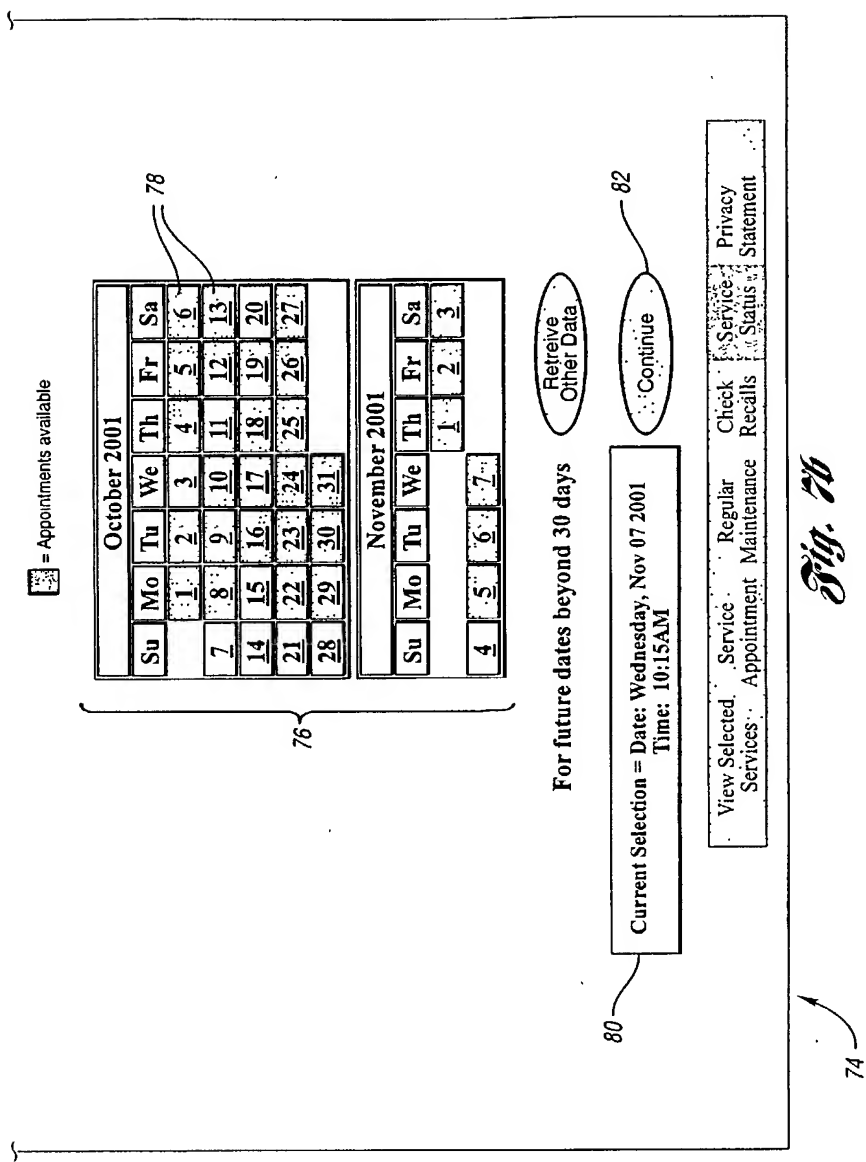


Fig. 20

Fig. 8a

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1. Regular Maintenance
2. Owner and Vehicle Information
3. Select Date and Time
4. Review Request
5. Appointment Confirmed

Service Appointment - Please Check for accuracy

"Listed below are the service request items you have selected."
See message Matrix for correct response

Appointment Arrival Time:
Thursday
10/18/2001, 4:15PM
 Not yet confirmed!

Personal Information:
Mr. John Q. Public
123 Capital Hill Rd.
New York, NY 12345
Home Phone: 123-345-5678
Work/Cell Phone: 234-560-0009
e-mail address: [jqpublic@yahoo.com](#)

Change Time
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Change Personal Info
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Your stated Service Request(s):
Please type in any changes, if necessary.
(1) Prior Service Request 09/11/2001
I hear a noise.
Location of noise:
Trunk/Cargo Area
(2) 10/05/2001
I smell an odor.
Location of odor.
Tailpipe area
(3) 10/05/2001
I hear a rattle.
Location of noise.
under hood

< 1 2 3 >

Vehicle Information:
 2001 Ford Crown Victoria
 VIN: 1GFZU53XXUYCC39176
 Mileage: 12,500

Previous 3

Recalls Performed at No Charge
 Included automatically in service appointment.

Next 3

(1) 01S19 PROTECTIVE SPRING SHIELDS

***** Prices are subject to change. *****

Regular Scheduled Maintenance:
 Please check the item(s) you want included:

	Price	
<input type="checkbox"/> Current Service Interval 5000 miles includes:	\$49.52	Selected
<input type="checkbox"/> Oil and Filter Change		
<input type="checkbox"/> Rotate and Balance Tires		
<input type="checkbox"/> Additional Dealer Recommended Service:		
<input type="checkbox"/> Spark Plug Change		
<input checked="" type="checkbox"/> Air Filter Change		

Contact our Service Department

Enter any additional information or special instructions below:
 Example: "Preferred Service Advisor * "Will wait for service."

Message from our Service Department

☒ Remember my information for the next time

Start Over

Continue Appointment

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Fig. 8b

Fig. 9a

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1. Regular Maintenance

2. Owner and Vehicle Information

3. Select Date and Time

4. Review Request

5. Appointment Confirmed

"Thank you! Your service appointment has been confirmed."

- To print your service appointment details, click on the "Print" button.
- To send an e-mail or post an appointment notice to your calendar, click on appropriate button below.

Appointment Arrival Time:

CONFIRMED!

Thursday

10/18/2001, 4:15PM

Personal Information:

Mr. John L. Smith
123 Oak Hill Rd.
New York, NY 12345
Home Phone: 123-345-5678
Work/Cell Phone: 234-560-0009
e-mail address: jsmith@ford.com

Vehicle Information:

VIN: 123456789012345
Make: Ford

YOUR STATED SERVICE REQUEST(S)

(1) I hear a noise: Location of noise: Trunk/Cargo area
Occasion of noise: heavy acceleration
Strength of noise: Loud - Always there

(2) I smell an odor: Description of odor: Rotten Eggs
Location of odor: Under Vehicle
Occasion of odor: All the time

Recall(s) Performed at No Charge

(1) 01S19 Protective

Year: 2002
Model: Explorer
Fuel Type: xxxx
Mileage: 2000
Drive Usage: xxxxxx
Transmission Type: xxxxxx
Drive Type: xxxx
Series: xxxxx
Spark Plug Type: xxxxx

Regular Scheduled Maintenance:

	Price	Selected
<input checked="" type="checkbox"/> Current Service Interval 55000 miles includes: <input checked="" type="checkbox"/> Perform multi-point inspection (2-11) <input checked="" type="checkbox"/> Replace engine oil and filter <input checked="" type="checkbox"/> Rotate tires <input type="checkbox"/> Additional Dealer Recommended Service: <input checked="" type="checkbox"/> Replace spark plugs <input type="checkbox"/> Replace air filter	\$250	<input type="checkbox"/> Contact our Service Department <input type="checkbox"/> Contact our Service Department
Total		Contact our Service Department

Additional Information or Special Instructions
Please Check the Tire Pressure

Message from our Service Department

96 Print Page

98 Send e-mail

100 Outlook Appt Notice


102 Lotus Appt Notice

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Fig. 96

Fig. 10a


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Service Status

Kevin Says:



"Welcome to the Service Status Page."

- For your convenience, I can check and provide the status of your service request(s).
- Please enter the information below.

Your Virtual Service Advisor

* Indicates Required Information

Last Name:

AND


* ONE of the following:

Repair Order Number:

OR


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Fig. 11a


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Service Status

"The status of your service request is provided below. If you have other questions, please contact our service department."

Service Status:
Repair Order Number:
Vehicle Make:
Model:
Model Year:
Service Advisor Name:
Service Phone Number:
Estimated Completion Time:

Work in process
 2001 - 234567
 Ford
 Explorer
 2000
 January Advisor
 734-555-1234 ext: 1756
 Thursday, December 17, 2001 at 5:00pm

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Future Appointments

Date: January 24, 2002 at 9:15am
Vehicle Make: Ford Explorer
Model: 2000
Model Year:

E-mail Address:

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If you would like to be notified via e-mail when your vehicle's service work is completed.

Messages from our Service Department

Continue

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View Selected Services	Service Appointment	Regular Maintenance	Check Recalls	Service Status	Privacy Statement
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Fig. 11b